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ABSTRACT

This document contains the occupational duty/task lists for seven occupations in the fashion merchandising series. Each occupation is divided into 6 to 15 duties. A separate page for each duty in the occupation lists the tasks in that duty along with its code number and columns to indicate whether that particular duty has been taught and to provide space for comments. The occupations are manager, sales associate, buyer, visual merchandiser, fashion coordinator, receiving clerk/stocker, and cashier. A progress chart is provided for tracking individualized instruction. The occupational duty/task lists are the result of an extensive two-step development process in which information on current occupational requirements was gathered from such sources as consortia, trade associations, and current curriculum materials and was then synthesized by industry representatives, vocational instructors, and state-level representatives. (YLB)

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DUTY TASK LIST

FASHION MERCHANDISING SERIES

MANAGER
SALES ASSOCIATE
BUYER
VISUAL MERCHANDISER
FASHION COORDINATOR
RECEIVING CLERK / STOCKER
CASHIER

CE051517

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OKLAHOMA OCCUPATIONAL TESTING CENTER

OKLAHOMA OCCUPATIONAL TESTING CENTER

INTRODUCTION:

Today's vocational instructors and administrators are faced with a myriad of important questions. They are searching for methods of providing accountability for students' acquisition of knowledge and skills as related to a constantly changing job market.

The Oklahoma Occupational Testing Center is in the business of eliminating some of the guesswork in answering today's tough questions. The professional staff, using a thorough and valid methodology, has developed duty/task lists for over 150 occupations in vocational education. Additional occupational duty/task lists will be made available as development is completed. These duty/task lists will help answer the following questions:

- Are students being prepared for today's jobs?
- What should today's vocational instructors be teaching?
- Is the curriculum addressing industry needs and is it up-to-date?
- How can vocational programs be improved?
- What in-service programs are needed for instructors?

BACKGROUND:

The occupational duty/task lists are the result of an extensive development process. Information regarding the occupational skills needed for employment is gathered from a number of sources such as consortia, trade associations, and current curriculum materials. This information is then synthesized by: 1) industry representatives, 2) vocational instructors, and 3) state level vocational representatives. The end result is a listing of occupations and the specific duties and tasks within each occupation. After dissemination for field review a committee of industry and vocational representatives revise the duty/task list to its final form.

USES:

The Oklahoma Occupational Testing Center's Duty/Task Lists are designed to be of value to a vocational program in several ways:

- Improving program planning
- Documenting industrial standards
- Evaluating curriculum and instruction
- Tracking individualized instruction*
- Using as a discussion tool with advisory committees
- Developing up-to-date job descriptions
- Performing self-evaluations
- Performing administrative program evaluations

INFORMATION:

To find out more about the Oklahoma Occupational Testing Center, call toll free:
1-800-654-4502.
Ask for our free catalog, listing over 150 occupations for which duty/task lists are available. CIMC curriculum materials related to these lists may also be available.

*A Progress Chart is provided for tracking individualized instruction.

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Oklahoma Occupational Testing Center

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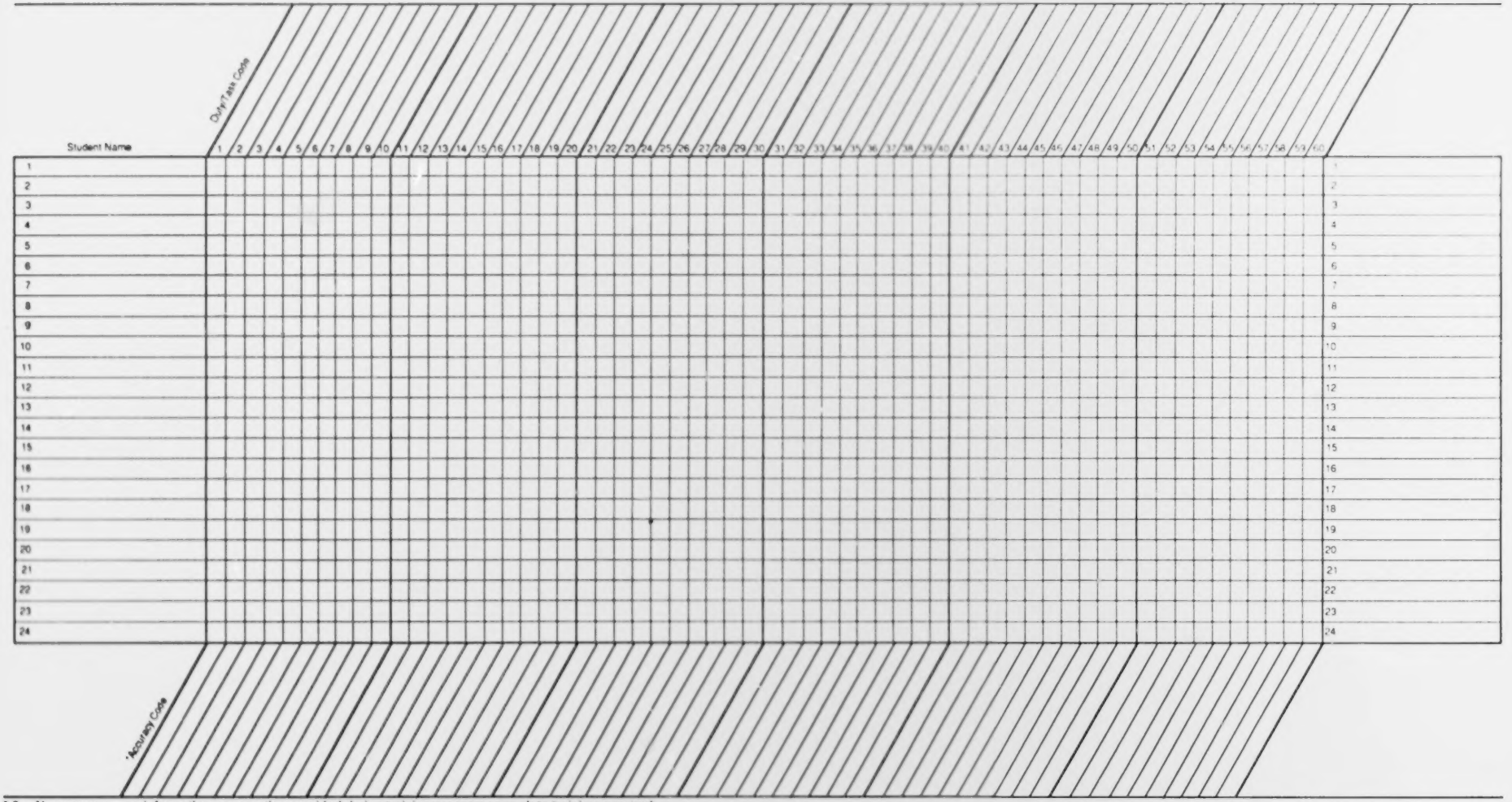
PROGRESS CHART

OKLAHOMA OCCUPATIONAL TESTING CENTER

Program

Oklahoma State Department of Vocational and Technical Education

Date



* 0 = No exposure - no information nor practice provided during training program; complete training required.
1 = Exposure only - general information provided with no practice time; close supervision needed and additional training required.
2 = Limited practice - has practiced during training program; additional training is required to develop skill.
3 = Moderately skilled - has performed independently during training program; limited additional training may be required.
4 = Skilled - can perform independently with no supervision.

This chart may be duplicated as needed.

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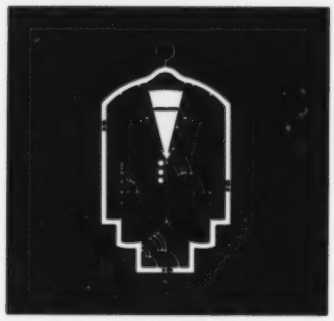
DUTY/TASK LISTS

FASHION MERCHANDISING SERIES



OCCUPATIONS:

1. Manager
2. Sales Associate
3. Buyer
4. Visual Merchandiser
5. Fashion Coordinator
6. Receiving Clerk/Stocker
7. Cashier

OKLAHOMA OCCUPATIONAL TESTING CENTER

DUTY/TASK LIST

FASHION MERCHANDISING SERIES

OCCUPATION 1: MANAGER

DUTIES:

A. Sell Merchandise
B. Perform Visual Merchandising
C. Apply Human Relations Skills
D. Communicate Information
E. Perform Advertising Activities
F. Supervise Personnel
G. Maintain Supplies and Equipment
H. Handle Stock
I. Manage Store Functions
J. Perform Sales Transactions
K. Perform Retail Operations
L. Perform Inventory Control
M. Perform Fashion Buying Activities
N. Demonstrate Product Knowledge
O. Demonstrate Knowledge of Fashion Industry

OKLAHOMA OCCUPATIONAL TESTING CENTER

OCCUPATION: **MANAGER**

DUTY: **Sell Merchandise**

CODE	TASK	TAUGHT	COMMENTS
A.01	Greet and approach customers		
A.02	Determine needs of customer		
A.03	Suggest product substitutions		
A.04	Demonstrate product		
A.05	Use feature/benefit selling		
A.06	Create customer interest for product		
A.07	Handle customer objections		
A.08	Close sale		
A.09	Demonstrate suggestion selling techniques		
A.10	Maintain/use customer/prospect list		
A.11	Examine returned merchandise using store procedures to determine defects or flaws in merchandise		
A.12	Assist customers in determining proper size and fitting		
A.13	Arrange alterations		
A.14	Use buying motives as basis of sales presentation		
A.15	Advise proper person of merchandise which is a fast-selling item		
A.16	Advise proper person of merchandise requested but not in stock		

OCCUPATION: **MANAGER**

DUTY: **Perform Visual Merchandising**

CODE	TASK	TAUGHT	COMMENTS
B.01	Plan counter, window, and interior displays using the purpose and uses of display and its effect on customers to prepare for display construction		
B.02	Build counter, window, and interior displays using color, harmony, balance, proportion, light, props (including mannequins), fixtures, materials, and backgrounds to display merchandise		
B.03	Perform display housekeeping using the specific rules necessary for the upkeep of displays of merchandise to maintain store appearance		
B.04	Construct signs using copy, layout, and lettering		
B.05	Dismantle displays using merchandise, materials, fixtures, background, and prop return principles and procedures to remove counter, window, and interior displays		

OCCUPATION: MANAGER

DUTY: Apply Human Relations Skills

CODE	TASK	TAUGHT	COMMENTS
C.01	Handle customer inquiries		
C.02	Direct customer/client to other locations		
C.03	Handle difficult customers		
C.04	Interpret business policies to customers/ clients		
C.05	Handle customer/client complaints		
C.06	Promote store goodwill		
C.07	Exercise self-control during trying situations		
C.08	Show empathy for others		
C.09	Use appropriate assertiveness		
C.10	Demonstrate creativity in problem solving		
C.11	Maintain appropriate personal appearance		
C.12	Maintain positive attitude		
C.13	Demonstrate interest and enthusiasm		
C.14	Demonstrate responsible behavior		
C.15	Demonstrate honesty and integrity		
C.16	Demonstrate initiative		
C.17	Demonstrate loyalty		
C.18	Use feedback for personal growth		
C.19	Adjust to change		
C.20	Set personal goals		
C.21	Use time management principles		
C.22	Be prompt and have good attendance		

OCCUPATION: MANAGER

DUTY: Communicate Information

CODE	TASK	TAUGHT	COMMENTS
D.01	Give a verbal presentation using effective vocabulary, grammar, speaking habits, and voice control to communicate information		
D.02	Demonstrate telephone usage skills using telephone communication techniques to complete a telephone conversation		
D.03	Introduce people using a business introduction		
D.04	Complete a business form using written communication skills to report information		
D.05	Follow oral instructions using listening skills to complete a task		
D.06	Participate in meetings using communication skills to keep informed of promotions, methods, and/or operations		
D.07	Keep information confidential using store procedures to protect the employer, employee, and/or customer		
D.08	Suggest change using communication skills to improve the work situation		

OCCUPATION: **MANAGER**

DUTY: **Perform Advertising Activities**

CODE	TASK	TAUGHT	COMMENTS
E.01	Coordinate departmental advertising activities using merchandising techniques to assist the customer in buying advertised merchandise (i.e. display, promotional events, etc.)		
E.02	Describe advertised merchandise and services using newspaper, radio, television, and other media to communicate knowledge of merchandise and services (compose copy)		
E.03	Compose ad layout		
E.04	Plan and maintain advertising budget		
E.05	Construct an advertising calendar for the year		
E.06	Maintain a mailing list and develop a solicitation plan		

OCCUPATION: MANAGER

DUTY: Supervise Personnel

CODE	TASK	TAUGHT	COMMENTS
F.01	Write job descriptions for employees		
F.02	Explain and demonstrate duties that employees will be performing		
F.03	Administer tests to determine comprehension		
F.04	Evaluate employees for advancement		
F.05	Plan job tasks using planning and organizational skills to accomplish a job		
F.06	Schedule work hours within operating budget		
F.07	Assist in training a new employee using knowledge of store policies, procedures, and merchandise to acquaint the employee with the department or store		

OCCUPATION: **MANAGER**

DUTY: **Maintain Supplies and Equipment**

CODE	TASK	TAUGHT	COMMENTS
G.01	Inventory supplies		
G.02	Order supplies		
G.03	Check supplies against invoice when receiving shipments		
G.04	Store supplies		

OCCUPATION: MANAGER

DUTY: Handle Stock

CODE	TASK	TAUGHT	COMMENTS
H.01	Price mark stock (stamps, tags, tickets, etc.)		
H.02	Operate ticketing machine, stampers, and other pricing equipment		
H.03	Sort merchandise by department, size, color, and styles where appropriate		
H.04	Prepare merchandise for stocking such as pressing and folding		
H.05	Make and record price changes		
H.06	Check incoming stock		
H.07	Reconcile shipping/receiving discrepancies		
H.08	Process returned/damaged products		
H.09	Transfer stock to branch stores		

OCCUPATION: **MANAGER**

DUTY: **Manage Store Functions**

CODE	TASK	TAUGHT	COMMENTS
I.01	Follow established store policies and procedures to aid in performing a job		
I.02	Follow lines of authority using store organizational structure to aid in accomplishing job tasks		
I.03	Place stock within the department using layout considerations, traffic flow, fixtures, merchandise, and store image to provide merchandise to customers		
I.04	Explain customer service and facilities' locations to respond to customers' needs		
I.05	Reduce store expenses using a knowledge of store policies, procedures, and expense control to increase store profits		
I.06	Calculate break-even points		
I.07	Perform store maintenance using maintenance procedures and store equipment to present appropriate store appearance		

OCCUPATION: **MANAGER**

DUTY: **Perform Sales Transactions**

CODE	TASK	TAUGHT	COMMENTS
J.01	Make change		
J.02	Inspect for counterfeit currency		
J.03	Operate register/P.O.S. terminal		
J.04	Demonstrate close-out procedures at day's end - balance cash drawer against register reading and complete appropriate forms		
J.05	Calculate tax, discounts, and miscellaneous charges for purchases		
J.06	Complete sales checks		
J.07	Complete charge sales transactions		
J.08	Accept customer/client checks		
J.09	Verify identification		
J.10	Process returns, refunds, and exchanges		
J.11	Process layaway/COD sales		
J.12	Recognize and handle money manipulators		
J.13	Demonstrate opening cash register procedures		

OCCUPATION: **MANAGER**

DUTY: **Perform Retail Operations**

CODE	TASK	TAUGHT	COMMENTS
K.01	Compute employee sales per hour		
K.02	Suggest the use of credit using store credit information to increase sales		
K.03	Comparative shop using price, product features, and competitive conditions to analyze competitor's merchandise		
K.04	Handle company equipment properly		
K.05	Operate calculator		
K.06	Use safety precautions		
K.07	Learn procedures for recognizing and handling internal and external shoplifting		
K.08	Use information from tables, graphs, and charts (i.e. tax tables, work schedules, organizational charts, computer printouts, etc.)		
K.09	Take mark-up and mark-down		
K.10	Fill out bank deposit forms		
K.11	Make bank deposits		
K.12	Pack and wrap packages		

OCCUPATION: MANAGER

DUTY: Perform Inventory Control

CODE	TASK	TAUGHT	COMMENTS
L.02	Calculate inventory shrinkage		

OCCUPATION: **MANAGER**

DUTY: **Perform Fashion Buying Activities**

CODE	TASK	TAUGHT	COMMENTS
M.01	Analyze and interpret sales records		
M.02	Develop six-month merchandise plan		
M.03	Determine mark-up and mark-down		
M.04	Order stock		
M.05	Analyze inventory		
M.06	Calculate open-to-buy		
M.07	Forecast fashion trends		
M.08	Apply fashion cycle theory to buying		
M.09	Determine appropriate merchandise for sales		

OCCUPATION: MANAGER

DUTY: Demonstrate Product Knowledge

CODE	TASK	TAUGHT	COMMENTS
N.01	Learn about merchandise through various advertisements		
N.02	Interpret guarantees and warranties		
N.03	Interpret information from tags/labels and manufacturer's information		
N.04	Identify fabric characteristics based on fiber and construction		

OCCUPATION: **MANAGER**

DUTY: **Demonstrate Knowledge of Fashion Industry**

CODE	TASK	TAUGHT	COMMENTS
0.01	Collect product information using trade journals		
0.02	Apply color information to fashion coordination		
0.03	Identify important designers		

DUTY/TASK LIST

FASHION MERCHANDISING SERIES

OCCUPATION 2: SALES ASSOCIATE

DUTIES:
- A. Sell Merchandise
- B. Perform Visual Merchandising
- C. Apply Human Relations Skills
- D. Communicate Information
- E. Perform Advertising Activities
- G. Maintain Supplies and Equipment
- H. Handle Stock
- I. Manage Store Functions
- J. Perform Sales Transactions
- K. Perform Retail Operations
- L. Perform Inventory Control
- N. Demonstrate Product Knowledge
- O. Demonstrate Knowledge of Fashion Industry

OKLAHOMA OCCUPATIONAL TESTING CENTER

OCCUPATION: SALES ASSOCIATE

DUTY: Sell Merchandise

CODE	TASK	TAUGHT	COMMENTS
A.01	Greet and approach customers		
A.02	Determine needs of customer		
A.03	Suggest product substitutions		
A.04	Demonstrate product		
A.05	Use feature/benefit selling		
A.06	Create customer interest for product		
A.07	Handle customer objections		
A.08	Close sale		
A.09	Demonstrate suggestion selling techniques		
A.10	Maintain/use customer/prospect list		
A.11	Examine returned merchandise using store procedures to determine defects or flaws in merchandise		
A.12	Assist customers in determining proper size and fitting		
A.13	Arrange alterations		
A.14	Use buying motives as basis of sales presentation		
A.15	Advise proper person of merchandise which is a fast-selling item		
A.16	Advise proper person of merchandise requested but not in stock		

OCCUPATION: **SALES ASSOCIATE**

DUTY: **Perform Visual Merchandising**

CODE	TASK	TAUGHT	COMMENTS
B.01	Plan counter, window, and interior displays using the purpose and uses of display and its effect on customers to prepare for display construction		
B.02	Build counter, window, and interior displays using color, harmony, balance, proportion, light, props (including mannequins), fixtures, materials, and backgrounds to display merchandise		
B.03	Perform display housekeeping using the specific rules necessary for the upkeep of displays of merchandise to maintain store appearance		
B.05	Dismantle displays using merchandise, materials, fixtures, background, and prop return principles and procedures to remove counter, window, and interior displays		

OCCUPATION: **SALES ASSOCIATE**

DUTY: **Apply Human Relations Skills**

CODE	TASK	TAUGHT	COMMENTS
C.01	Handle customer inquiries		
C.02	Direct customer/client to other locations		
C.03	Handle difficult customers		
C.04	Interpret business policies to customers/ clients		
C.05	Handle customer/client complaints		
C.06	Promote store goodwill		
C.07	Exercise self-control during trying situations		
C.08	Show empathy for others		
C.09	Use appropriate assertiveness		
C.10	Demonstrate creativity in problem solving		
C.11	Maintain appropriate personal appearance		
C.12	Maintain positive attitude		
C.13	Demonstrate interest and enthusiasm		
C.14	Demonstrate responsible behavior		
C.15	Demonstrate honesty and integrity		
C.16	Demonstrate initiative		
C.17	Demonstrate loyalty		
C.18	Use feedback for personal growth		
C.19	Adjust to change		
C.20	Set personal goals		
C.21	Use time management principles		
C.22	Be prompt and have good attendance		

OCCUPATION: **BUYER**

DUTY: **Perform Advertising Activities**

CODE	TASK	TAUGHT	COMMENTS
E.01	Coordinate departmental advertising activities using merchandising techniques to assist the customer in buying advertised merchandise (i.e. display, promotional events, etc.)		
E.02	Describe advertised merchandise and services using newspaper, radio, television, and other media to communicate knowledge of merchandise and service (compose copy)		
E.05	Construct an advertising calendar for the year		

OCCUPATION: SALES ASSOCIATE

DUTY: Communicate Information

CODE	TASK	TAUGHT	COMMENTS
D.01	Give a verbal presentation using effective vocabulary, grammar, speaking habits, and voice control to communicate information		
D.02	Demonstrate telephone usage skills using telephone communication techniques to complete a telephone conversation		
D.03	Introduce people using a business introduction		
D.04	Complete a business form using written communication skills to report information		
D.05	Follow oral instructions using listening skills to complete a task		
D.06	Participate in meetings using communication skills to keep informed of promotions, methods, and/or operations		
D.07	Keep information confidential using store procedures to protect the employer, employee, and/or customer		
D.08	Suggest change using communication skills to improve the work situation		

OCCUPATION: **SALES ASSOCIATE**

DUTY: **Perform Advertising Activities**

CODE	TASK	TAUGHT	COMMENTS
E.01	Coordinate departmental advertising activities using merchandising techniques to assist the customer in buying advertised merchandise (i.e. display, promotional events, etc.)		

OCCUPATION: **SALES ASSOCIATE**

DUTY: **Maintain Supplies and Equipment**

CODE	TASK	TAUGHT	COMMENTS
G.01	Inventory supplies		
G.02	Order supplies		
G.03	Check supplies against invoice when receiving shipments		
G.04	Store supplies		

OCCUPATION: **SALES ASSOCIATE**

DUTY: **Handle Stock**

CODE	TASK	TAUGHT	COMMENTS
H.01	Price mark stock (stamps, tags, tickets, etc.)		
H.02	Operate ticketing machine, stampers, and other pricing equipment		
H.03	Sort merchandise by department, size, color, and styles where appropriate		
H.04	Prepare merchandise for stocking such as pressing and folding		
H.05	Make and record price changes		
H.06	Check incoming stock		
H.07	Reconcile shipping/receiving discrepancies		
H.08	Process returned/damaged products		
H.09	Transfer stock to branch stores		

OCCUPATION: **SALES ASSOCIATE**

DUTY: **Manage Store Functions**

CODE	TASK	TAUGHT	COMMENTS
I.01	Follow established store policies and procedures to aid in performing a job		
I.02	Follow lines of authority using store organizational structure to aid in accomplishing job tasks		
I.04	Explain customer service and facilities' locations to respond to customers' needs		
I.05	Reduce store expenses using a knowledge of store policies, procedures, and expense control to increase store profits		
I.07	Perform store maintenance using maintenance procedures and store equipment to present appropriate store appearance		

OCCUPATION: SALES ASSOCIATE

DUTY: Perform Sales Transactions

CODE	TASK	TAUGHT	COMMENTS
J.01	Make change		
J.02	Inspect for counterfeit currency		
J.03	Operate register/P.O.S. terminal		
J.04	Demonstrate close-out procedures at day's end - balance cash drawer against register reading and complete appropriate forms		
J.05	Calculate tax, discounts, and miscellaneous charges for purchases		
J.06	Complete sales checks		
J.07	Complete charge sales transactions		
J.08	Accept customer/client checks		
J.09	Verify identification		
J.10	Process returns, refunds, and exchanges		
J.11	Process layaway/COD sales		
J.12	Recognize and handle money manipulators		
J.13	Demonstrate opening cash register procedures		

OCCUPATION: **SALES ASSOCIATE**

DUTY: **Perform Retail Operations**

CODE	TASK	TAUGHT	COMMENTS
K.01	Compute employee sales per hour		
K.02	Suggest the use of credit using store credit information to increase sales		
K.03	Comparative shop using price, product features, and competitive conditions to analyze competitor's merchandise		
K.04	Handle company equipment properly		
K.05	Operate calculator		
K.06	Use safety precautions		
K.07	Learn procedures for recognizing and handling internal and external shoplifting		
K.08	Use information from tables, graphs, and charts (i.e. tax tables, work schedules, organizational charts, computer printouts, etc.)		
K.09	Take mark-up and mark-down		
K.10	Fill out bank deposit forms		
K.11	Make bank deposits		
K.12	Pack and wrap packages		

OCCUPATION: **SALES ASSOCIATE**

DUTY: **Perform Inventory Control**

CODE	TASK	TAUGHT	COMMENTS
L.01	Conduct period stock counts for reordering of stock (unit control) and for annual inventory (dollar control)		
L.03	Take inventory		

OCCUPATION: **SALES ASSOCIATE**

DUTY: **Demonstrate Product Knowledge**

CODE	TASK	TAUGHT	COMMENTS
N.01	Learn about merchandise through various advertisements		
N.02	Interpret guarantees and warranties		
N.03	Interpret information from tags/labels and manufacturer's information		
N.04	Identify fabric characteristics based on fiber and construction		

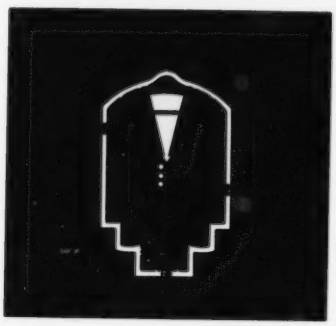
OCCUPATION: **SALES ASSOCIATE**

DUTY: **Demonstrate Knowledge of Fashion Industry**

CODE	TASK	TAUGHT	COMMENTS
O.01	Collect product information using trade journals		
O.02	Apply color information to fashion coordination		
O.03	Identify important designers		

DUTY/TASK LIST

FASHION MERCHANDISING SERIES



OCCUPATION 3: BUYER

DUTIES:
- C. Apply Human Relations Skills
- D. Communicate Information
- E. Perform Advertising Activities
- I. Manage Store Functions
- K. Perform Retail Operations
- L. Perform Inventory Control
- M. Perform Fashion Buying Activities
- N. Demonstrate Product Knowledge
- O. Demonstrate Knowledge of Fashion Industry

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OCCUPATION: **BUYER**

DUTY: **Apply Human Relations Skills**

CODE	TASK	TAUGHT	COMMENTS
C.01	Handle customer inquiries		
C.02	Direct customer/client to other locations		
C.03	Handle difficult customers		
C.04	Interpret business policies to customers/ clients		
C.05	Handle customer/client complaints		
C.06	Promote store goodwill		
C.07	Exercise self-control during trying situations		
C.08	Show empathy for others		
C.09	Use appropriate assertiveness		
C.10	Demonstrate creativity in problem solving		
C.11	Maintain appropriate personal appearance		
C.12	Maintain positive attitude		
C.13	Demonstrate interest and enthusiasm		
C.14	Demonstrate responsible behavior		
C.15	Demonstrate honesty and integrity		
C.16	Demonstrate initiative		
C.17	Demonstrate loyalty		
C.18	Use feedback for personal growth		
C.19	Adjust to change		
C.20	Set personal goals		
C.21	Use time management principles		
C.22	Be prompt and have good attendance		

OCCUPATION: BUYER

DUTY: Communicate Information

CODE	TASK	TAUGHT	COMMENTS
D.01	Give a verbal presentation using effective vocabulary, grammar, speaking habits, and voice control to communicate information		
D.02	Demonstrate telephone usage skills using telephone communication techniques to complete a telephone conversation		
D.03	Introduce people using a business introduction		
D.04	Complete a business form using written communication skills to report information		
D.05	Follow oral instructions using listening skills to complete a task		
D.06	Participate in meetings using communication skills to keep informed of promotions, methods, and/or operations		
D.07	Keep information confidential using store procedures to protect the employer, employee, and/or customer		
D.08	Suggest change using communication skills to improve the work situation		

OCCUPATION: **BUYER**

DUTY: **Manage Store Functions**

CODE	TASK	TAUGHT	COMMENTS
I.01	Follow established store policies and procedures to aid in performing a job		
I.02	Follow lines of authority using store organizational structure to aid in accomplishing job tasks		
I.03	Place stock within the department using layout considerations, traffic flow, fixtures, merchandise, and store image to provide merchandise to customers		
I.05	Reduce store expenses using a knowledge of store policies, procedures, and expense control to increase store profits		
I.06	Calculate break-even points		
I.07	Perform store maintenance using maintenance procedures and store equipment to present appropriate store appearance		

OCCUPATION: **BUYER**

DUTY: **Perform Retail Operations**

CODE	TASK	TAUGHT	COMMENTS
K.03	Comparative shop using price, product features, and competitive conditions to analyze competitor's merchandise		
K.04	Handle company equipment properly		
K.05	Operate calculator		
K.06	Use safety precautions		
K.08	Use information from tables, graphs, and charts (i.e. tax tables, work schedules, organizational charts, computer printouts, etc.)		

OCCUPATION: BUYER

DUTY: Perform Inventory Control

CODE	TASK	TAUGHT	COMMENTS
L.02	Calculate inventory shrinkage		

OCCUPATION: **BUYER**

DUTY: **Perform Fashion Buying Activities**

CODE	TASK	TAUGHT	COMMENTS
M.01	Analyze and interpret sales records		
M.02	Develop six-month merchandise plan		
M.03	Determine mark-up and mark-down		
M.04	Order stock		
M.05	Analyze inventory		
M.06	Calculate open-to-buy		
M.07	Forecast fashion trends		
M.08	Apply fashion cycle theory to buying		
M.09	Determine appropriate merchandise for sales		

OCCUPATION: BUYER

DUTY: Demonstrate Product Knowledge

CODE	TASK	TAUGHT	COMMENTS
N.01	Learn about merchandise through various advertisements		
N.02	Interpret guarantees and warranties		
N.03	Interpret information from tags/labels and manufacturer's information		
N.04	Identify fabric characteristics based on fiber and construction		

OCCUPATION: BUYER

DUTY: Demonstrate Knowledge of Fashion Industry

CODE	TASK	TAUGHT	COMMENTS
0.01	Collect product information using trade journals		
0.02	Apply color information to fashion coordination		
0.03	Identify important designers		

DUTY/TASK LIST

FASHION MERCHANDISING SERIES

OCCUPATION 4: VISUAL MERCHANDISER

DUTIES:
- B. Perform Visual Merchandising
- C. Apply Human Relations Skills
- D. Communicate Information
- E. Perform Advertising Activities
- G. Maintain Supplies and Equipment
- I. Manage Store Functions
- K. Perform Retail Operations
- O. Demonstrate Knowledge of Fashion Industry

OKLAHOMA OCCUPATIONAL TESTING CENTER

OCCUPATION: VISUAL MERCHANDISER

DUTY: Perform Visual Merchandising

CODE	TASK	TAUGHT	COMMENTS
B.01	Plan counter, window, and interior displays using the purpose and uses of display and its effect on consumers to prepare for display construction		
B.02	Build counter, window, and interior displays using color, harmony, balance, proportion, light, props (including mannequins), fixtures, materials, and backgrounds to display merchandise		
B.03	Perform display housekeeping using the specific rules necessary for the upkeep of displays of merchandise to maintain store appearance		
B.04	Construct signs using copy, layout, and lettering		
B.05	Dismantle displays using merchandise, materials, fixtures, background, and prop return principles and procedures to remove counter, window, and interior displays		

OCCUPATION: **VISUAL MERCHANDISER**

DUTY: **Apply Human Relations Skills**

CODE	TASK	TAUGHT	COMMENTS
C.01	Handle customer inquiries		
C.02	Direct customer/client to other locations		
C.03	Handle difficult customers		
C.04	Interpret business policies to customers/ clients		
C.05	Handle customer/client complaints		
C.06	Promote store goodwill		
C.07	Exercise self-control during trying situations		
C.08	Show empathy for others		
C.09	Use appropriate assertiveness		
C.10	Demonstrate creativity in problem solving		
C.11	Maintain appropriate personal appearance		
C.12	Maintain positive attitude		
C.13	Demonstrate interest and enthusiasm		
C.14	Demonstrate responsible behavior		
C.15	Demonstrate honesty and integrity		
C.16	Demonstrate initiative		
C.17	Demonstrate loyalty		
C.18	Use feedback for personal growth		
C.19	Adjust to change		
C.20	Set personal goals		
C.21	Use time management principles		
C.22	Be prompt and have good attendance		

OCCUPATION: **VISUAL MERCHANDISER**

DUTY: **Communicate Information**

CODE	TASK	TAUGHT	COMMENTS
D.01	Give a verbal presentation using effective vocabulary, grammar, speaking habits, and voice control to communicate information		
D.02	Demonstrate telephone usage skills using telephone communication techniques to complete a telephone conversation		
D.03	Introduce people using a business introduction		
D.04	Complete a business form using written communication skills to report information		
D.05	Follow oral instructions using listening skills to complete a task		
D.06	Participate in meetings using communication skills to keep informed of promotions, methods, and/or operations		
D.07	Keep information confidential using store procedures to protect the employer, employee, and/or customer		
D.08	Suggest change using communication skills to improve the work situation		

OCCUPATION: VISUAL MERCHANDISER

DUTY: Perform Advertising Activities

CODE	TASK	TAUGHT	COMMENTS
E.01	Coordinate departmental advertising activities using merchandising techniques to assist the customer in buying advertised merchandise (i.e. display, promotional events, etc.)		

OCCUPATION: **VISUAL MERCHANDISER**

DUTY: **Maintain Supplies and Equipment**

CODE	TASK	TAUGHT	COMMENTS
G.01	Inventory supplies		
G.02	Order supplies		
G.03	Check supplies against invoice when receiving shipments		
G.04	Store supplies		

OCCUPATION: **VISUAL MERCHANDISER**

DUTY: **Manage Store Functions**

CODE	TASK	TAUGHT	COMMENTS
I.01	Follow established store policies and procedures to aid in performing a job		
I.02	Follow lines of authority using store organizational structure to aid in accomplishing job tasks		
I.05	Reduce store expenses using a knowledge of store policies, procedures, and expense control to increase store profits		
I.07	Perform store maintenance using maintenance procedures and store equipment to present appropriate store appearance		

OCCUPATION: **VISUAL MERCHANDISER**

DUTY: **Perform Retail Operations**

CODE	TASK	TAUGHT	COMMENTS
K.04	Handle company equipment properly		
K.06	Use safety precautions		

OCCUPATION: VISUAL MERCHANDISER

DUTY: Demonstrate Knowledge of Fashion Industry

CODE	TASK	TAUGHT	COMMENTS
0.02	Apply color information to fashion coordination		

DUTY/TASK LIST

FASHION MERCHANDISING SERIES

OCCUPATION 5: FASHION COORDINATOR

DUTIES:
- B. Perform Visual Merchandising
- C. Apply Human Relations Skills
- D. Communicate Information
- E. Perform Advertising Activities
- G. Maintain Supplies and Equipment
- I. Manage Store Functions
- K. Perform Retail Operations
- M. Perform Fashion Buying Activities
- N. Demonstrate Product Knowledge
- O. Demonstrate Knowledge of Fashion Industry

OKLAHOMA OCCUPATIONAL TESTING CENTER

OCCUPATION: **FASHION COORDINATOR**

DUTY: **Perform Visual Merchandising**

CODE	TASK	TAUGHT	COMMENTS
B.01	Plan counter, window, and interior displays using the purpose and uses of display and its effect on consumers to prepare for display construction		

OCCUPATION: **FASHION COORDINATOR**

DUTY: **Apply Human Relations Skills**

CODE	TASK	TAUGHT	COMMENTS
C.01	Handle customer inquiries		
C.02	Direct customer/client to other locations		
C.03	Handle difficult customers		
C.04	Interpret business policies to customers/ clients		
C.05	Handle customer/client complaints		
C.06	Promote store goodwill		
C.07	Exercise self-control during trying situations		
C.08	Show empathy for others		
C.09	Use appropriate assertiveness		
C.10	Demonstrate creativity in problem solving		
C.11	Maintain appropriate personal appearance		
C.12	Maintain positive attitude		
C.13	Demonstrate interest and enthusiasm		
C.14	Demonstrate responsible behavior		
C.15	Demonstrate honesty and integrity		
C.16	Demonstrate initiative		
C.17	Demonstrate loyalty		
C.18	Use feedback for personal growth		
C.19	Adjust to change		
C.20	Set personal goals		
C.21	Use time management principles		
C.22	Be prompt and have good attendance		

OCCUPATION: **FASHION COORDINATOR**

DUTY: **Communicate Information**

CODE	TASK	TAUGHT	COMMENTS
D.01	Give a verbal presentation using effective vocabulary, grammar, speaking habits, and voice control to communicate information		
D.02	Demonstrate telephone usage skills using telephone communication techniques to complete a telephone conversation		
D.03	Introduce people using a business introduction		
D.04	Complete a business form using written communication skills to report information		
D.05	Follow oral instructions using listening skills to complete a task		
D.06	Participate in meetings using communication skills to keep informed of promotions, methods, and/or operations		
D.07	Keep information confidential using store procedures to protect the employer, employee, and/or customer		
D.08	Suggest change using communication skills to improve the work situation		

OCCUPATION: **FASHION COORDINATOR**

DUTY: **Perform Advertising Activities**

CODE	TASK	TAUGHT	COMMENTS
E.01	Coordinate departmental advertising activities using merchandising techniques to assist the customer in buying advertised merchandise (i.e. display, promotional events, etc.)		
E.05	Construct an advertising calendar for the year		

OCCUPATION: **FASHION COORDINATOR**

DUTY: **Maintain Supplies and Equipment**

CODE	TASK	TAUGHT	COMMENTS
G.01	Inventory supplies		
G.02	Order supplies		
G.03	Check supplies against invoice when receiving shipments		
G.04	Store supplies		

OCCUPATION: **FASHION COORDINATOR**

DUTY: **Manage Store Functions**

CODE	TASK	TAUGHT	COMMENTS
I.01	Follow established store policies and procedures to aid in performing a job		
I.02	Follow lines of authority using store organizational structure to aid in accomplishing job tasks		
I.03	Place stock within the department using layout considerations, traffic flow, fixtures, merchandise, and store image to provide merchandise to customers		
I.05	Reduce store expenses using a knowledge of store policies, procedures, and expense control to increase store profits		
I.07	Perform store maintenance using maintenance procedures and store equipment to present appropriate store appearance		

OCCUPATION: **FASHION COORDINATOR**

DUTY: **Perform Retail Operations**

CODE	TASK	TAUGHT	COMMENTS
K.04	Handle company equipment properly		
K.06	Use safety precautions		

OCCUPATION: **FASHION COORDINATOR**

DUTY: **Perform Fashion Buying Activities**

CODE	TASK	TAUGHT	COMMENTS
M.07	Forecast fashion trends		
M.08	Apply fashion cycle theory to buying		
M.09	Determine appropriate merchandise for sales		

OCCUPATION: **FASHION COORDINATOR**

DUTY: **Demonstrate Product Knowledge**

CODE	TASK	TAUGHT	COMMENTS
N.01	Learn about merchandise through various advertisements		
N.04	Identify fabric characteristics based on fiber and construction		

OCCUPATION: **FASHION COORDINATOR**

DUTY: **Demonstrate Knowledge of Fashion Industry**

CODE	TASK	TAUGHT	COMMENTS
0.01	Collect product information using trade journals		
0.02	Apply color information to fashion coordination		
0.03	Identify important designers		

DUTY/TASK LIST

FASHION MERCHANDISING SERIES

OCCUPATION 6: RECEIVING CLERK/STOCKER

DUTIES:
- C. Apply Human Relations Skills
- D. Communicate Information
- G. Maintain Supplies and Equipment
- H. Handle Stock
- I. Manage Store Functions
- K. Perform Retail Operations

OKLAHOMA OCCUPATIONAL TESTING CENTER

OCCUPATION: **RECEIVING CLERK/STOCKER**

DUTY: **Apply Human Relations Skills**

CODE	TASK	TAUGHT	COMMENTS
C.01	Handle customer inquiries		
C.02	Direct customer/client to other locations		
C.03	Handle difficult customers		
C.04	Interpret business policies to customers/ clients		
C.05	Handle customer/client complaints		
C.06	Promote store goodwill		
C.07	Exercise self-control during trying situations		
C.08	Show empathy for others		
C.09	Use appropriate assertiveness		
C.10	Demonstrate creativity in problem solving		
C.11	Maintain appropriate personal appearance		
C.12	Maintain positive attitude		
C.13	Demonstrate interest and enthusiasm		
C.14	Demonstrate responsible behavior		
C.15	Demonstrate honesty and integrity		
C.16	Demonstrate initiative		
C.17	Demonstrate loyalty		
C.18	Use feedback for personal growth		
C.19	Adjust to change		
C.20	Set personal goals		
C.21	Use time management principles		
C.22	Be prompt and have good attendance		

OCCUPATION: **RECEIVING CLERK/STOCKER**

DUTY: **Communicate Information**

CODE	TASK	TAUGHT	COMMENTS
D.01	Give a verbal presentation using effective vocabulary, grammar, speaking habits, and voice control to communication information		
D.02	Demonstrate telephone usage skills using telephone communication techniques to complete a telephone conversation		
D.03	Introduce people using a business introduction		
D.04	Complete a business form using written communication skills to report information		
D.05	Follow oral instructions using listening skills to complete a task		
D.06	Participate in meetings using communication skills to keep informed of promotions, methods, and/or operations		
D.07	Keep information confidential using store procedures to protect the employer, employee, and/or customer		
D.08	Suggest change using communication skills to improve the work situation		

OCCUPATION: **RECEIVING CLERK/STOCKER**

DUTY: **Maintain Supplies and Equipment**

CODE	TASK	TAUGHT	COMMENTS
G.01	Inventory supplies		
G.02	Order supplies		
G.03	Check supplies against invoice when receiving shipments		
G.04	Store supplies		

OCCUPATION: **RECEIVING CLERK/STOCKER**

DUTY: **Handle Stock**

CODE	TASK	TAUGHT	COMMENTS
H.01	Price mark stock (stamps, tags, tickets, etc.)		
H.02	Operate ticketing machine, stampers, and other pricing equipment		
H.03	Sort merchandise by department, size, color, and styles where appropriate		
H.04	Prepare merchandise for stocking such as pressing and folding		
H.05	Make and record price changes		
H.06	Check incoming stock		
H.07	Reconcile shipping/receiving discrepancies		
H.08	Process returned/damaged products		
H.09	Transfer stock to branch stores		

OCCUPATION: **RECEIVING CLERK/STOCKER**

DUTY: **Manage Store Functions**

CODE	TASK	TAUGHT	COMMENTS
I.01	Follow established store policies and procedures to aid in performing a job		
I.02	Follow lines of authority using store organizational structure to aid in accomplishing job tasks		
I.05	Reduce store expenses using a knowledge of store policies, procedures, and expense control to increase store profits		
I.07	Perform store maintenance using maintenance procedures and store equipment to present appropriate store appearance		

OCCUPATION: RECEIVING CLERK/STOCKER

DUTY: Perform Retail Operations

CODE	TASK	TAUGHT	COMMENTS
K.04	Handle company equipment properly		
K.06	Use safety precautions		

DUTY/TASK LIST

FASHION MERCHANDISING SERIES

OCCUPATION 7: CASHIER

DUTIES:
- C. Apply Human Relations Skills
- D. Communicate Information
- G. Maintain Supplies and Equipment
- H. Handle Stock
- I. Manage Store Functions
- J. Perform Sales Transactions
- K. Perform Retail Operations
- N. Demonstrate Product Knowledge

OKLAHOMA OCCUPATIONAL TESTING CENTER

OCCUPATION: **CASHIER**

DUTY: **Apply Human Relations Skills**

CODE	TASK	TAUGHT	COMMENTS
C.01	Handle customer inquiries		
C.02	Direct customer/client to other locations		
C.03	Handle difficult customers		
C.04	Interpret business policies to customers/ clients		
C.05	Handle customer/client complaints		
C.06	Promote store goodwill		
C.07	Exercise self-control during trying situations		
C.08	Show empathy for others		
C.09	Use appropriate assertiveness		
C.10	Demonstrate creativity in problem solving		
C.11	Maintain appropriate personal appearance		
C.12	Maintain positive attitude		
C.13	Demonstrate interest and enthusiasm		
C.14	Demonstrate responsible behavior		
C.15	Demonstrate honesty and integrity		
C.16	Demonstrate initiative		
C.17	Demonstrate loyalty		
C.18	Use feedback for personal growth		
C.19	Adjust to change		
C.20	Set personal goals		
C.21	Use time management principles		
C.22	Be prompt and have good attendance		

OCCUPATION: CASHIER

DUTY: Communicate Information

CODE	TASK	TAUGHT	COMMENTS
D.01	Give a verbal presentation using effective vocabulary, grammar, speaking habits, and voice control to communicate information		
D.02	Demonstrate telephone usage skills using telephone communication techniques to complete a telephone conversation		
D.03	Introduce people using a business introduction		
D.04	Complete a business form using written communication skills to report information		
D.05	Follow oral instructions using listening skills to complete a task		
D.06	Participate in meetings using communication skills to keep informed of promotions, methods, and/or operations		
D.07	Keep information confidential using store procedures to protect the employer, employee, and/or customer		
D.08	Suggest change using communication skills to improve the work situation		

OCCUPATION: **CASHIER**

DUTY: **Maintain Supplies and Equipment**

CODE	TASK	TAUGHT	COMMENTS
G.01	Inventory supplies		
G.02	Order supplies		
G.03	Check supplies against invoice when receiving shipments		
G.04	Store supplies		

OCCUPATION: **CASHIER**

DUTY: **Handle Stock**

CODE	TASK	TAUGHT	COMMENTS
H.01	Price mark stock (stamps, tags, tickets, etc.)		
H.02	Operate ticketing machine, stampers, and other pricing equipment		
H.03	Sort merchandise by department, size, color, and styles where appropriate		
H.04	Prepare merchandise for stocking such as pressing and folding		
H.05	Make and record price changes		
H.06	Check incoming stock		
H.07	Reconcile shipping/receiving discrepancies		
H.08	Process returned/damaged products		
H.09	Transfer stock to branch stores		

OCCUPATION: **CASHIER**

DUTY: **Manage Store Functions**

CODE	TASK	TAUGHT	COMMENTS
I.01	Follow established store policies and procedures to aid in performing a job		
I.02	Follow lines of authority using store organizational structure to aid in accomplishing job tasks		
I.04	Explain customer service and facilities' locations to respond to customers' needs		
I.05	Reduce store expenses using a knowledge of store policies, procedures, and expense control to increase store profits		
I.07	Perform store maintenance using maintenance procedures and store equipment to present appropriate store appearance		

OCCUPATION: **CASHIER**

DUTY: **Perform Sales Transactions**

CODE	TASK	TAUGHT	COMMENTS
J.01	Make change		
J.02	Inspect for counterfeit currency		
J.03	Operate register/P.O.S. terminal		
J.04	Demonstrate close-out procedures at day's end - balance cash drawer against register reading and complete appropriate forms		
J.05	Calculate tax, discounts, and miscellaneous charges for purchases		
J.06	Complete sales checks		
J.07	Complete charge sales transactions		
J.08	Accept customer/client checks		
J.09	Verify identification		
J.10	Process returns, refunds, and exchanges		
J.11	Process layaway/COD sales		
J.12	Recognize and handle money manipulators		
J.13	Demonstrate opening cash register procedures		

OCCUPATION: **CASHIER**

DUTY: **Perform Retail Operations**

CODE	TASK	TAUGHT	COMMENTS
K.02	Suggest the use of credit using store credit information to increase sales		
K.04	Handle company equipment properly		
K.05	Operate calculator		
K.06	Use safety precautions		
K.07	Learn procedures for recognizing and handling internal and external shoplifting		
K.08	Use information from tables, graphs, and charts (i.e. tax tables, work schedules, organizational charts, computer printouts, etc.)		
K.10	Fill out bank deposit forms		
K.11	Make bank deposits		
K.12	Pack and wrap packages		

OCCUPATION: CASHIER

DUTY: Demonstrate Product Knowledge

CODE	TASK	TAUGHT	COMMENTS
N.02	Interpret guarantees and warranties		
N.03	Interpret information from tags/labels and manufacturer's information		